

Class Title: Administrative Assistant 2

Compensation Range: \$2486-3978

Location: Lyons View State Veterans Cemetery
5901 Lyons View Pike
Knoxville, Tennessee

Minimum Qualifications Benefits
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Must have at least one full year experience as an Administrative Assistant and knowledge of computer programs, time management and organizational skills. This position utilizes written and oral communication capabilities.
Job Overview:
Summary: Under general supervision, is responsible for staff administrative work of average difficulty in support of line operations; and performs related work as required.
Distinguishing Features: *This is the working level class in the Admin Services Assistant sub-series. An employee in this class performs general staff work in the area of administrative services and support of line operations. Work includes a variety of assignments such as: research; planning; information compilation and dissemination; procurement and property administration; and monitoring; report and correspondence preparation.
Work Activities:
Staffing Organizational Units: <ol style="list-style-type: none">1. Maintain timekeeping structure referring to leave requests, authorization of timesheets and discrepancies.2. Travel and Travel Authorization monitoring and approval. Instructional guidance for employees provided when needed.
Monitoring and Controlling Resources:

1. Maintains scheduling for appointments and speaking engagements for Assistant Commissioner, including follow-up and confirmation.
2. Inventory control with regular quarterly updates and confirmed documents concluding any addition or change of inventory. Records kept electronically and in Inventory Notebook, signed by each office.
3. Electronic [Edison] monitoring and approval for timekeeping/leave requests on an average 2-3 days schedule.
4. Monitors the agency's purchase orders to ensure accuracy, completeness, and compliance.
5. Assigns Veteran Inquiries to the appropriate office with a 72 hour closure adherence. Inquiry log is kept updated, follow-up with representatives until the inquiry is closed. Report to Constituent Service Representative when closed.

Communicating with Persons Outside Organization:

1. Serves as a liaison between the agency and the general public, persons in other state departments and divisions, officials, and entities outside the organization in order to schedule and/or organize varied functions and meeting.
2. Prepares and edits publications for a variety of audiences.

Interacting with Computers:

1. Utilizes appropriate computer programs to accomplish administrative activities.

Coordinating the Work and Activities of Others:

1. Coordinates the preparation of routine records and reports to ensure compliance with agency standards.

Training and Teaching Others:

1. May train less experienced staff.

Guiding, Directing, and Motivating Subordinates:

1. Assists Assistant Commissioner with job plan reviews as needed.
2. May assist with performance evaluations for presentation to Assistant Commissioner.
3. Constant communication with East TN offices to assure compliance for all office duties and responsibilities.

Documenting/Recording Information:

1. Prepares records and reports to meet agency needs.
2. Reviews records and reports in order to ensure accuracy, completeness, and adherence to standards.

3. Maintains agency records based on established guidelines.

Communicating with Supervisors, Peers, or Subordinates:

1. Communicates project status or other relevant information to supervisors on a regular basis.

Getting Information:

1. Conducts research in one or more areas to obtain relevant information: for purpose for presentations by the Assistant Commissioner.

Scheduling Work and Activities:

1. May make work assignments to staff in order to achieve agency objectives; example is the inquiry system or outreach communications.

Competencies (KSA's):**Knowledge:**

1. Administrative and Management
2. Computers and Electronics
3. Economics and Accounting
4. English Language
5. Mathematics
6. Principles and Methods for Education and Training
7. Principles and Procedures of Human Resources
8. Providing Customer Service

Skills:

1. Active Learning and Listening
2. Coordination of Administrative Activities
3. Critical Thinking
4. Reading Comprehension
5. Service Orientation
6. Social Perceptiveness
7. Time Management
8. Troubleshooting
9. Writing

Abilities:

1. Deductive and Inductive Reasoning
2. Oral Expression and Comprehension
3. Problem Sensitivity
4. Selective Attention
5. Time Sharing
6. Written Expression and Comprehension

Tools and Equipment Used:

1. Personal Computer
2. Telephone
3. Fax Machine
4. Printer
5. Scanner
6. Copy Machine
7. Calculator

Other Office Related Equipment as Required

Submit Resumes to:

Lorenza Wills
Assistant Commissioner
Tennessee Department of Veterans Services
Lorenza.Wills@tn.gov